

HOLKHAM

Job description

Catering Supervisor

LOCATION	Holkham & Wells-next-the-Sea, Norfolk
REPORTING TO	Café Manager / Catering Manager
LATERAL RELATIONSHIPS	Catering Supervisors – all cafes

The Holkham Estate

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, a hotel and restaurant, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

Holkham Enterprises and Holkham Events Ltd.

Holkham Enterprises and Holkham Events Ltd. are the business entities responsible for all visitor-related activity and income is derived from 3 car parks, 3 cafés, admissions to the Hall and related attractions, a gift shop, a 6.5 acre walled garden and an extensive education and events programme. Wing.

Overall job purpose

The estate's leisure businesses now account for over two thirds of its revenue. The role of the Catering Supervisor is to help in the smooth day to day running of our cafes and maintain consistently high standards of presentation and customer service. You may be required to work within any one of the three cafes that Holkham own and also the Lady Elizabeth Wing. You will be

required to work to an operational rota which will include bank holidays and weekends.

Job description

The following is intended to provide guidance as to duties but it is not exhaustive. You will from time to time be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

Specific duties will include:-

To assist the Café Manager in the day to day running of the café.

To prepare the day to day menu requirements as agreed with the Manager and have food displays ready for opening or set times as agreed.

To maintain required records for stock, orders, food diaries, waste temperatures and staff training records

To ensure that all areas in the café in which you are working are kept clean and tidy at all times. This includes all surfaces, crockery, cutlery and equipment with opening and closing checks adhered to.

To ensure stock is stored and rotated correctly as per food safety guidelines.

To display, as required, cooked and pre-packaged foods to maximize catering sales.

To check the levels of drinks and products in the display units, replace them as required and notify the Café Manager of any low stock items where appropriate.

To implement licensing laws, with a knowledge of the café premises license. This will include approving and denying alcohol sales where appropriate.

To notify the Café Manager of all compliments, queries or complaints received relating to the cafés or associated Holkham businesses.

To develop and maintain a high level of knowledge of our food and drink products, our local suppliers and general knowledge and understanding of the wider Holkham estate and businesses.

To support the Manager with the training and retention of staff.

To record and notify the Manager of all deliveries and transfers between catering outlets.

To attend regular team meetings

To adhere to the Company's Health and Safety policy at all times.

To make a positive contribution to the work of the company as a whole.

To complete a Food & Hygiene course alongside in house training

Personal qualities

Initiative, energy, enthusiasm and excellent customer service skills.

Good presentation and sales skills.

High standards of personal presentation.

Reliable and flexible with a positive attitude

Team player.

An ability to work calmly under pressure.

You must have the right to live and work in the United Kingdom.

Previous catering experience would be preferred but is not essential.

Training

You will be required and encouraged to engage in a program of professional development during the season.